



REPLY TO  
ATTENTION OF

DEPARTMENT OF ARMY  
UNITED STATES ARMY SOUTH  
UNITED STATES ARMY GARRISON-MIAMI  
3511 NW 91<sup>st</sup> Avenue  
MIAMI, FL 33172

SOGM-CO

20 August 2002

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Communications Standard Operating Procedure (SOP)

1. References.

- a. Joint Ethics Regulation (JER), DOD 5500.7-R, in particular Chapter 12.
- b. Army Regulation 600-50, Standards of Conduct.

2. Purpose. To prescribe policy and procedure for communications in the accomplishment of the US Army Garrison - Miami (USAG-M) mission.

3. Scope. To ensure every person is afforded dignity and respect in the workplace. To eradicate, to the greatest extent possible, negative and disparaging communications in the execution of USAG-M's mission.

4. Applicability. This policy applies to all civilian and military personnel, active or reserve, assigned or attached to USAG-M.

5. Commander's Philosophy. It is inherent that each USAG-M employee take personal responsibility and accountability for his/her actions. Each employee will act according to the highest ethical standards of government service and will ensure customers, as well as coworkers, are consistently treated in a professional, respectful manner, free from unlawful discrimination.

6. Responsibilities.

a. The Garrison Commander shall establish, implement, enforce, and periodically direct the Deputy Commander's review of this SOP.

b. The Deputy Commander shall ensure all Directors are cognizant of this SOP and are held accountable for their duties and responsibilities.

c. Directors shall:

- (1) Treat customers, colleagues, supervisors, and subordinates with respect and dignity.
- (2) Strictly comply with standing policies regarding Standards of Conduct, Equal Employment (EO) and Equal Employment Opportunity (EEO).

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(3) Ensure their staff complies with policies regarding Standards of Conduct, Equal Employment (EO) and Equal Employment Opportunity (EEO).

(4) Ensure a hostile-free work environment for all USAG-M personnel and customers.

(5) Set the standard for professional communications.

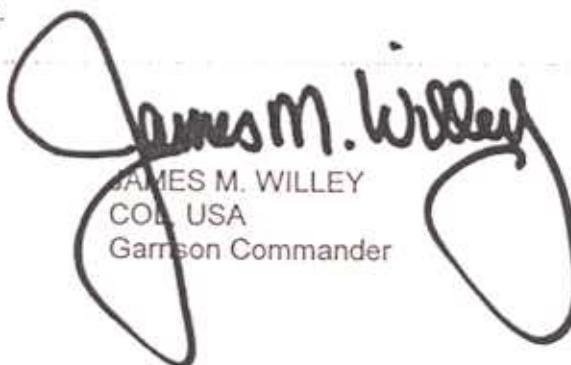
(6) Take personal responsibility and accountability for their actions.

f. All USAG-M Employees.

(1) Shall treat their customers, colleagues, supervisors and other members of the Garrison staff with respect and dignity, at all times.

(2) Refrain from making disparaging remarks or engage in any type of conduct that may result in degradation, rather than improvement in communication.

7. Enforcement. All members of US Army Garrison - Miami shall adhere to the standards of conduct and to the principles of equal opportunity and equal employment opportunity. Failure to do so may result in adverse administrative action, reprimand, and punishment under the Uniform Code of Military Justice.

  
JAMES M. WILLEY  
COL USA  
Garrison Commander

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